

**General Services Administration
Federal Acquisition Service
Assisted Services Division
Southeast Sunbelt Region**

PERFORMANCE WORK STATEMENT

Task Title: REGIONAL LEVEL APPLICATION SOFTWARE (RLAS)

Task Order No: ID04160095, Mod 008

Date: Aug 30, 2018

Modification History:

Mod 001: Changing POP dates in paragraph 1.5.

Mod 002: No cost modification to change the SCO in paragraph 1.1 and removing A10 ECP Listing as an attachment (will be handled as an Action item in ITSS).

Mod 003: Increased Base Year Requirements; changes to paragraphs 8.14 and 17.0.

Mod 004: Exercise Option Year 1, provide funding, and updating paragraph 1.1.

Mod 005: Increase the estimated amount of CLIN 1002 T&M Option Year 1.

Mod 006: Increase the estimated amount of CLIN 1002 T&M Option Year 1.

Mod 007: De-obligate excess funds from CLIN 0002 T&M Base Year

Mod 008: Exercise 6-month extension of services and provide funding.

1.0 Introduction. This is a non-personal services contract and work is to be accomplished for the United States Army Reserve (USAR), herein referred to as the Client, through the General Services Administration (GSA), Federal Acquisition Service (FAS), Assisted Acquisition Services Division, Southeast Sunbelt Region. The services contract will provide the USAR with operational and functional programming support, software maintenance, software development and software enhancement of the Regional Level Application Software (RLAS) application and the RLAS Business Intelligence Application. Such contract service providers shall be accountable solely to the Contractor, who in turn, is responsible to the Government. The Contractor, in turn shall be accountable to the Government for Contractor or subcontractor personnel.

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- 1.2 Background:** The USAR G-8 is the proponent for Army Reserve (AR) military pay operations and is the USAR Command designated proponent and system manager for the RLAS application. Since 1999 RLAS has provided:

- Automated Soldier administrative records data processing
- Automated funds control
- Automated man-day order approval and publication
- Automated electronic submission of Soldier man-day pay and Soldier drill pay
- Automated training schedules
- Automated reporting capabilities of critical personnel and financial information for Commanders and staff
- Business intelligence module with enhanced data query and automated reporting capabilities

RLAS has the capability to allow users to process a variety of AR personnel, financial, and training transactions in real-time, and has daily, weekly, and as needed, interfaces with several government systems to ensure AR personnel and financial transactions are recorded properly. RLAS maintains budget management applications designed to display available unit funding. RLAS provides the platform to process personnel actions that require and decrement available funding. RLAS provides the capability for unit personnel to submit automated Soldier man-day pay and drill pay. In addition, RLAS provides action officers and senior AR leaders with critical information needed to enhance their decision making process and to execute operational requirements, administrative support requirements, and mobilization support requirements. RLAS functionality and capabilities must be available to all users each day

(24 hours a day) for the AR to conduct its critical core automated personnel, financial management, and Soldier pay submission functions.

The Reserve Personnel Army (RPA) Division of the USAR G-8 provides expert evaluation and validation of the performance of the RLAS application throughout the design, development, acquisition, sustainment and transition process to ensure the warfighter has technologically superior, reliable, maintainable, and sustainable and cyber compliant applications. The RPA Division performs developmental test and evaluation across the complete system life cycle for RLAS.

The USAR G-8 executes RLAS application support operations enabling the warfighter to receive timely and accurate military pay for all authorized duty statuses in all battlespaces while also providing timely and accurate administrative record management, training calendar management and robust system reporting and business intelligence capabilities.

- 1.3 Objective:** To obtain contractor support for daily operations, software maintenance, software development, application enhancement and application transition support for the RLAS application of the USAR headquartered at Fort Bragg, North Carolina.
- 1.4 Task Order Type:** Hybrid – Time and Materials (T&M) and Firm Fixed Price (FFP), Performance Based, Severable
- 1.5 Period of Performance.** The task order will have a base year with one twelve-month option year. The performance period is as follows:

Base Year: 09/12/2016 – 09/11/2017

Option Year 1: 09/12/2017 – 09/11/2018

FAR 52.217-8, Option to Extend Services. (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within thirty (30) calendar days of the end of the task order.

FAR 52.217-9, Option to Extend the Term of the Contract. (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within thirty (30) calendar days before the contract expires; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least sixty (60) calendar days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 3 years.

The following clause is incorporated by reference.

FAR 52.217-5, Evaluation of Options (Jul 1990) FAR 52.237-3 CONTINUITY OF SERVICES (JAN 1991)

(a) The Contractor recognizes that the services under this contract are vital to the Government and must be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The Contractor agrees to—

- (1) Furnish phase-in training; and
- (2) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

1.6 Appendices.

- A1. RLAS Documentation Listing
- A2. RLAS Glossary and Definitions
- A3. RLAS Applicable Publications
- A4. RLAS Source Data

- A5. RLAS Database Monitoring
- A6. RLAS Applications and System Topology
- A7. RLAS Government Furnished Equipment
- A8. RLAS Estimated Workload Data
- A9. RLAS Inspection and Clauses
- A10. Reserved
- A11. RLAS System Interface Agreements (SIA) Listing

- 2.0 Scope.** The Contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform RLAS support services as defined in this Performance Work Statement (PWS) except for those items specified as government furnished property and services. The Contractor shall perform in accordance with (IAW) the terms and conditions of the contract and consistently with the established standards in this PWS and contract. This PWS will be supplemented with a listing of ECP's prioritized by the COR with delivery dates and effort hour estimates generated by the Contractor for each ECP.
- 2.1 Contract effort within firm fixed price sustainment, training, SME, customer support, helpdesk, documentation, quality control, accreditation, compliance, life cycle management, reporting, maintenance and program management will be managed per the requirements listed in this PWS and via day-to-day interaction with the COR within the guidelines of this PWS.
- 2.2 Effort Management. Contract effort in software maintenance (firm fixed cost), complex software maintenance (time and materials), systems engineering (time and materials), test and evaluation (time and materials), proof of concept (time and materials) and systems analysis (time and materials) will be managed by Engineering Change Proposal (ECP) requests approved by the COR, numbered and assigned under Firm Fixed Price or Time and Materials depending on the requirements of each ECP. The consolidated ECP list will be reviewed by the COR monthly or as required and ECPs will be prioritized within fixed cost and Time and Materials remuneration. Delivery dates and number of effort hours for each ECP maintained on the master approved ECP list prioritized by the COR and maintained in the contract file service delivery summary shall be considered contractually binding.

3.0 Performance Requirements

3.1 Provide RLAS Sustainment Support, Quality Control, Documentation Management and Program Management. (Firm Fixed Price Requirement)

3.1.1 Sustain Daily RLAS Operations. Ensure 24-hour user access to the RLAS application and the RLAS Business Intelligence module throughout the USAR global footprint each day of the

year and perform data updates to and from internal and external source systems. Ensure the RLAS production and COOP system instances and their associated physical and virtual servers / platforms are running and the application is accessible to both application users and application administrators.

3.1.2 Provide RLAS user system access. Provide system access to Army Reserve (AR) domain users in accordance with Government guidance.

3.1.3 Perform Authentication of RLAS Users. The Contractor shall ensure that all RLAS users are authenticated through the use of the Common Access Card (CAC) as a two-factor authentication mechanism. The CAC will be used as the primary user identifier and access authenticator to application systems. (AR 25-1, Para. 5-6d).

3.1.4 Perform Authentication of System Administrators, Database Administrators and Personnel with Elevated Access Permissions. The Contractor shall ensure that all contractor personnel granted RLAS Administrator elevated system access permissions are authenticated through the use of an administrator CAC as a two-factor authentication mechanism for elevated permissions access to the ARNET, platform OS, database utilities and any other system to which the contractor personnel have elevated access permissions. The CAC will be used as the primary administrator identifier and access authenticator for administrative access (AR 25-1, Para. 5-6d).

3.1.5 Perform and Maintain Secure Communications. The Contractor shall operate on the Secure ARNET to include communications through VPN connection to the ARNET.

3.1.6 Provide Software Lifecycle Support. Provide software lifecycle support and management through industry best practices for software configuration planning, installation, reconfiguration, benchmarking, modification, engineering, testing, monitoring, maintenance and troubleshooting.

3.1.7 Develop, Manage and Maintain Software Documentation. Develop, update, improve, release, manage, store and archive system, application, user, administrator and other RLAS documentation. Make documentation available to system users via a web-based reference documentation site hosted within the ARNET.

3.1.8 Perform Verification, Validation, and Accreditation (VVA). Conduct VVA of all models contained within software enhancements in accordance with DOD (DoDD 5000.59 and DoDI 5000.61) and DA standards (AR 5-11 and DA PAM 5-11).

3.1.9 Provide RLAS Daily Support. Complete system maintenance ECPs in accordance with the ECP master list. Perform daily maintenance support to ensure RLAS is operational 24/7/365. Maintain RLAS accessibility for user input and import / export of pay files to DFAS, import / export of administrative records and import / export of all other data required to maintain RLAS data accuracy.

3.1.10 Perform data replication. Replicate RLAS data to the 7th Civil Mission Support Command (MSC), 9th Mission Support Command (MSC), COOP, test, and development RLAS servers (application instances) and other RLAS instances as required.

3.1.11 Perform data import and export. The Contractor shall perform daily and as directed data import and export of data to and from internal and external RLAS data partner systems. See Appendix A11 RLAS SIA Listing for import and export data partners, data requirements, data files, data formats, data import and export schedule and other data import and export information. RLAS data import and export processes are critical to maintaining accurate RLAS data and performing accurate and timely RLAS processing functions.

3.1.12 Perform processing of daily ad hoc queries as requested and as required.

3.1.13 Monitor and Maintain Data Synchronization. The Contractor shall monitor, maintain, verify, review and conduct liaison activities to ensure RLAS data synchronization with all partner data systems and validation of all RLAS personnel and pay transactions sent to internal or external partner systems.

3.1.14 Maintain and regularly update RLAS Training Databases for the Army Reserve Readiness Training Center (ARRTC), the USAR Pay Management Division and other customers.

3.1.15 Maintain the RLAS Business Intelligence module to ensure accuracy of data, timeliness of data and accessibility to all RLAS users

3.1.16 Maintain a RLAS level 3 and 4 helpdesk with automated ticket, telephone, and email contact support for RLAS, trouble ticket routing, ticket tracking, outcome tracking, issue and ticket closure and ticket reporting.

3.1.17 Maintain Database for each instance. Maintain production, test, development and COOP RLAS database instances.

3.1.18 Maintain Operating Systems. Maintain production, test, development and COOP RLAS platform Operating System(s) for each physical or virtual RLAS server.

3.1.19 Maintain Application Instances and Utilities. Maintain production, test, development and COOP RLAS application and necessary system / application utilities.

3.1.20 Maintain RLAS system documentation (see Appendix A1 RLAS Documentation Listing.

3.1.21 Receive, transmit, copy, archive, segregate and protect source data. Electronically transfer master or source data files to a designated on-site server and the COOP server. See Technical Exhibit 2.

3.1.22 Process source data. Source data shall be validated, merged and cleansed and loaded into edited tables for storage and consumption by RLAS processes and for use by the RLAS Users to support requested analysis, reports, and applications

3.1.23 Identify data abnormalities. Identify and/or respond to inquiries of data abnormalities contained within RLAS source data. Develop and implement proposed courses of action for corrective actions.

3.1.24 Update RLAS source data tables. Source data shall be loaded into RLAS data tables and exported/coordinated for approved RLAS users.

3.1.25 Provide Database Maintenance and Management. Manage and maintain databases. Interface with appropriate Army and other DoD systems and agencies including, but not limited to ITRS, DFAS, TAPDB-R, DAMPS, DJMS, RCAS, etc.

3.1.26 Provide Support for Resolving Data Errors. When transactions error out in TAPDB-R during interface with RLAS, the Contractor shall perform data analysis to identify the issues and determine if the Soldiers records are not matching. When this is the case, the Contractor shall provide details of the transactions to unit administrators and ask them to correct the data. If they do not have ways to correct the data at the field level, the Contractor shall coordinate with HRC or PMD to manually correct the data and reset the transaction for resubmission.

3.1.27 Maintain RLAS Business Intelligence Module. Maintain the RLAS business intelligence module (called 2-Star) that supports user data query and reporting requests utilizing a separate data instance of the RLAS database. The Contractor shall maintain the business intelligence module and ensure it is accessible to all RLAS users and that it remains viable as technology changes.

3.1.28 Monitor RLAS Personnel Processes and Procedures. Provide and coordinate daily support required for data exports, RLAS data import and synchronization, and execution of all RLAS modules

3.1.29 Provide programming capacity and support. Provide programming capacity in support of policy and business process changes brought about by internal or external sources that impact RLAS operations. RLAS is not a static application, but requires continuous changes as policies and processes change.

3.1.30 Provide RLAS system programming capability. Provide programming support to resolve system software errors and issues within the RLAS system.

3.1.31 Provide RLAS Training Instance Application.

3.1.31.1 The RLAS training instance shall have the most current version of RLAS and must provide all system functionality (mirror of production). The training instance database shall be loaded on the training servers with fictitious Soldier data and will have the ability to clear any input made by students during the day, returning the DB to its original state for the next training session. The RLAS training DB shall be updated regularly throughout the fiscal year and will include all programming changes.

3.1.31.2 Provide RLAS Training Database support to the ARRTC. Support the training database used for two (2) ARRTC courses normally conducted at Ft. Knox, KY. The Unit Pay Administration Course (UPAC) and the Unit Administrative Basic Course (UABC) both rely heavily on RLAS instruction and require an RLAS training database (DB) version to support training events. The UPAC has 20 classes of 32 students per fiscal year and the UABC has 20 classes of 24 students per fiscal year. Both the UPAC and UABC are 10-day courses which run simultaneously, and often have multiple training database instances running simultaneously. The Contractor shall NOT provide the training for these courses, only RLAS Training Database support. The training systems are not connected to the Army network and can only be updated via DVD or other physical portable media.

3.1.32 Provide RLAS data support for the USAR Pay Management Division. Support RLAS data and data requirements at the USAR Pay Management Division (DFAS, Indianapolis, Indiana and Fort McCoy, Wisconsin) for automated input of 80 card format Defense Military-pay Office (DMO) processes and export and import of data files in support of military pay operations conducted by the USAR Pay Management Division.

3.1.33 Provide programming support to USAR Pay Management Division. Provide system programming support to automated and semi-automated business processes at the USAR Pay Management Division involving the use of (import / export) RLAS data for the development of military pay transactions and the submission of military pay transactions to DFAS.

3.1.34 Maintain and update SIA. SIAs shall be maintained and updated to ensure functionality with current and future military personnel systems. The RLAS Software shall maintain interfaces with the business partner systems listed in Appendix A11 SIA Listing. RLAS will add future business partner systems for data interface as required.

3.1.35 Maintain software application source code. The Contractor shall maintain all RLAS source code and source code changes. The COR shall receive a copy of all source code changes.

3.1.36 Conduct maintenance software tests. All RLAS software updates shall be tested in coordination with the USARC Headquarters Test Lab, Fort Bragg, NC prior to release.

3.1.37 Apply, monitor, track and report Software Patches. The Contractor is responsible to monitor any patches daily (IAVAS and STIGS) to ensure they are actually applied to all RLAS application instances.

3.1.38 Complete the RLAS Information Technology Contingency Plan (ITCP). The Contractor shall update and maintain the RLAS Information Technology Contingency Plan (ITCP) In Accordance With (IAW) DODI 8510.01 DoD Information Assurance Certification and Accreditation Process (DIACAP), dated NOV 11 and DA Pam 25-1-2

3.1.39 Perform Information Technology Contingency Planning (ITCP), dated 6 JUN 12, no later than the end of the month (EOM) December of each year. The Contractor shall present the completed ITCP to the AR G-8 for approval and once approved shall post the approved AR G-8 ITCP, under Moderate or Severe, as defined by Federal Information Processing Standard (FIPS)

199, in the designated folder at the DIACAP Applications SharePoint Site, and forward the completed AR RLAS ITCP to the G-6 IAM. The Contractor shall maintain the AR RLAS ITCP by reviewing the plan for accuracy and completeness annually and more frequently, if necessary. The Contractor shall test the ITCP plan annually and report the test date and test results in writing to the AR-G8 for input into APMS.

3.1.40 Complete DD Form 2930, Privacy Impact Assessment (PIA). The Contractor shall complete a new DD Form 2930, Privacy Impact Assessment (PIA) IAW DoDI 5400.16 DoD Privacy Impact Assessment (PIA) guidance and DoDI 5025.01 NLT EOM March of each year, or when a significant system change or a change in privacy or security posture occurs and deliver the completed form to the AR-G8 for review. In coordination with the AR- G8, the Contractor shall conduct research annually and more frequently, if necessary, to discover accurate and factual answers to questions on the PIA to assist the AR-G8 in its completion. The AR-G8 shall post the completed DD Form 2930, PIA required for RLAS, to the DoD Information Assurance Certification and Accreditation Process (DIACAP) Applications folder in the designated folder and forward the completed DD Form 2930 to the CTO and to the G-6 IAM.

3.1.41 Complete, Maintain, Review, Renew and Store Service Level Agreements (SLA). The Contractor shall update and maintain each new or newly required Service Level Agreement (SLA) applicable to the RLAS system NLT EOM September of each year. The Contractor shall provide subject matter expertise in the review of all current SLAs required for RLAS annually, or more frequently, if necessary. The Contractor shall review all Memorandum of Understanding / Memorandum of Agreement (MOU/MOA) or Plan of Actions and Milestones (POA&Ms) and Mitigation Action Plans (MAPs) in use for RLAS, provide comments in writing to the AR-G8 and post the approved SLAs in the designated location and forward the SLA, POA&Ms and MAPs to the G-6 IAM. Also called System Interface Agreements (SIA) or IRS, or other.

3.1.42 Develop, Maintain and Report Software Change Log. The Contractor shall update and maintain the Software Change log on a daily basis noting every single STIG check, IAVA remediation, software patch, software upgrade and server and application patching required, with supporting documentation and or a Designated Approving Authority (DAA) signed waiver stating non-applicability in the respective Government shared folder on the Applications SharePoint DIACAP site and forward them to the G-6 IAM.

3.1.43 Develop, Maintain and Store the RLAS SOP document. The Contractor shall update and maintain the RLAS SOP and deliver the completed document to the AR-G8 for approval NLT EOM June each year or more frequently at the request of the AR-G8. Upon approval, the Contractor shall post the SOP in the designated location. In coordination with the AR G-8, shall maintain the SOP providing subject matter expertise in the development and posting of the RLAS SOP with all applicable regulations to include DoDI 8500.2, AR 25-2, and DAIG controls, plus all applicable DISA STIGs pertinent to its host and applications. The Contractor shall provide a copy of the SOP and its updates to the AR G-6 IAM.

3.1.44 Review Army Best Practices. The Contractor shall review Army Best Practices four (4) times per year NLT EOM OCT, JAN, APR and JUL and shall provide in writing to the AR-G8

recommended RLAS changes identified from Army Best Business Practices relevant to their RLAS operations.

3.1.45 Develop and Maintain Army Reserve Enterprise Data Center Documentation. In coordination with the AR G-6, the Contractor shall provide subject matter expertise in the development and maintaining of the documentation necessary to support the Enterprise Data Center services and those required DoD, DA, and USARC programs such as the Department of Defense Information Assurance Certification and Accreditation Process (DIACAP), Army IT Metrics Program, Installation Status Report (ISR), and data calls from external DoD organizations.

3.1.46 Develop DIACAP accreditation information. The Contractor shall provide any pertinent certification and accreditation artifacts to support DIACAP accreditation.

3.1.47 Provide data analysis and consistency checking. Identify, investigate, and correct application/data problems to ensure continuous operation of RLAS. Perform analysis using industry statistical accepted data capturing reporting procedures. Develop reports using various tools including, but not limited to Crystal Reports, Active Reports, Excel, SQL and PowerPoint.

3.1.48 Provide Routine and Ad Hoc Query and Report Support. Produce standard and ad hoc reports using RLAS applications/databases or other Government applications/databases as required and or directed.

3.1.49 Update standard reports. Review pre-designed RLAS reports on monthly and quarterly basis. Additional standard reports may be added from ad hoc queries or reports, if required, on a recurring basis.

3.1.50 Produce Ad Hoc Queries and Reports. Ad hoc queries and reports shall be required on an as needed basis. Respond to short-notice ad hoc query requests and requirements within 2 hours.

3.1.51 Provide Program Management. The Contractor shall Provide overall task management as it relates to the RLAS system by providing services as it relates to the management of the RLAS software, security, data, engineering services, systems integration, risk management, provides a capability via the software to allow allocation of resources/funding to subordinate units by Government personnel, program planning and business process re-engineering expertise, requirements definition expertise, quality assurance, personnel acquisition, cost and progress reporting for the RLAS contract. Provide software configuration planning, maintenance and enhancements, installation, reconfiguration, benchmarking, modification, monitoring, maintenance and troubleshooting as well as documentation and performance monitoring of RLAS software, ensuring that RLAS is operational during and after all major Army or DoD system transitions that interface with RLAS. Ensure compliance with DODI 8500.2, DAIG, and AR 25-2.

3.1.52 Provide Software / Systems Quality Control. The Contractor shall provide overall software and systems quality control and software quality assurance to every aspect of the RLAS system. Each change to RLAS processes, functionality, user interface, data import/export, and

other required operations shall be reviewed and or tested through a robust software / systems quality control program.

3.2 Provide Training Support, Technical Support and Application Subject Matter Expert (SME) Support. (Firm Fixed Price Requirement)

3.2.1 Provide briefings/training assistance. Provide assistance to personnel conducting RLAS briefings or training sessions regarding RLAS software and capabilities and on the use of the RLAS system to current and potential user communities.

3.2.2 Provide customized training services. Develop and provide documentation and user guides / scripts for customized training services to improve action officer use of RLAS, RLAS data, and RLAS applications.

3.2.3 Provide subject matter expert (SME) support. Provide RLAS user SME support to user training events. Update training documentation to reflect RLAS system changes as required. The Contractor may have to travel to one or two of the commands to train.

3.2.4 Provide System SME support. Provide RLAS software SMEs on-site/off-site to operate, evaluate and support operational management of RLAS.

3.2.5 Provide Technical SME support. Provide SME to ensure RLAS can be safely placed on the AR Network. The RLAS production environment is hosted on the AR Network and requires expert support to ensure continuity of daily operations.

3.2.6 Monitor and Report RLAS System Quality of Service. Monitor, Identify and Coordinate to correct Quality of Service Issues associated with the ARNET as it applies to the network communications between the RLAS system servers, hardware components, software, utilities, instances, operating systems, database utility and other activities of the RLAS system which are dependent upon the ARNET network. Notify the COR and coordinate with the USAR G6 to identify and isolate the issue or issues and restore full functionality to the RLAS system. Respond to QOS issues verbally and in writing.

3.3 Provide Customer Support, Help Desk Support and Reference Library. (Firm Fixed Price Requirement)

3.3.1 Provide RLAS customer support. Provide tier 3 and tier 4 RLAS customer support to respond to user trouble tickets, analyze system processing issues and determine timely solutions to the same.

3.3.2 Provide RLAS help desk support, and content management. Provide tier 3 and tier 4 RLAS help desk support and content management for RLAS from 8:00 a.m. to 6:00 p.m.-Monday through Friday. Initial response/acknowledgement of email or call shall be made within 24 hours. The levels 3 and 4 of support are provided by the RLAS developers (Contractor

personnel) and/or USARC G-8 personnel when the AR G2/6 cannot resolve the problem. A tier 3 or 4 problem should not be associated with network, workstation or any other non- RLAS application related issues. Records shall be maintained for all calls and emails capturing, as a minimum, the date and time of the call/email, problem identification and status/resolution. The Computer Associates (CA) tool suite (including CA-Service Desk Manager) is the current USARC solution for Information Technology Infrastructure Library (ITIL) V3-based Service Operations and IT Service Management.

3.3.3 Maintain a Web-based Technical Reference Library. The Contractor shall enhance and maintain a technical library containing both system documentation and user manuals on the AR Network. System documentation will include documentation of current procedures and configurations involved with providing operational support and software maintenance for existing RLAS modules. User's manual shall be available in the form of on-line HTML-based help tool guide that users have direct on-screen accessibility. Documentation shall comply with the DOD-STD-7935A Automated Information System (AIS) Documentation Standards. (see Appendix A1 RLAS Documentation Listing).

3.4 Provide Software Maintenance. (Firm Fixed Price Requirement)

3.4.1 RLAS Software Maintenance. RLAS software maintenance requirements span from simple databases updates to robust reporting and application tools. Each facet of RLAS shall be maintained, using best business practices, to ensure that the results are accurate and address the AR community requirements. RLAS software and systems problems, while frequently unavoidable, shall be addressed quickly and thoroughly. The software maintenance lifecycle is critical to this success. There should not be a period of more than 24 hours in a given month when RLAS is not operational and available for users. If RLAS is not operational for more than 24 hours critical Soldier pay and administrative record issues can result.

3.4.2 The Contractor shall develop and maintain an RLAS Software Change Request Process. Implement a process to document and track change requests throughout the software life cycle. This process shall also incorporate a formal approval process.

3.4.3 Implement a Daily RLAS Defect Identification, Tracking and Resolution Process. Contractor shall implement a process to identify, track and resolve RLAS defects. An automated process to record and track defects shall be demonstrated to Government NLT 90 days following contract award.

3.4.4 The Contractor shall monitor, track and report software defect resolution statuses.

3.4.5 Implement and Monitor Software Maintenance Plan & Software Release Plan. The Contractor shall produce and implement a software maintenance plan to address activities required to support RLAS data, databases and the RLAS applications, and will, as a minimum, address mechanisms to correct faults, to improve performance or other attributes, or to adapt the product to a modified environment in accordance with industry standards. Included in this maintenance plan shall be a coordinated maintenance window. The maintenance window is the

normal day of the week/time when periodic RLAS is performed. RLAS software maintenance requires that all tools, databases and reports must be maintained, using best business practices, to ensure that the results are accurate and address DoD, Army and Army Reserve requirements. RLAS software and systems problems, while sometimes unavoidable, must be addressed and resolved quickly. The RLAS software maintenance lifecycle is critical to the success of the RLAS application.

3.4.6 Perform Corrective Maintenance. Identify, respond and correct defects found in how RLAS is functioning.

3.4.7 Perform Adaptive Maintenance. Ensure any changes to operational capability are necessary to maintain RLAS application's ability to produce accurate, timely and usable results.

3.4.8 Perform Perfective Maintenance. The Contractor shall modify RLAS to local conditions and requirements in order to maintain performance, maintainability and functionality.

3.4.9 Perform Preventive Maintenance. The Contractor shall modify RLAS to detect and correct latent faults before they become effective faults to maintain system accuracy, timeliness and functionality.

3.4.10 Perform Software Maintenance Testing. All RLAS software updates shall be tested in coordination with the USARC Headquarters Integrated Test Lab (ILT), Fort Bragg, NC prior to release.

3.5 Perform Complex Software and Application Maintenance (Time and Materials Requirement)

3.5.1 Perform complex software maintenance for existing application, system or business intelligence functionality requirements. Time and materials complex software maintenance shall be directed by the COR for large scale ECPs spanning multiple RLAS modules and or complex RLAS processes wherein careful segregation and control of contract labor hours, ECP timelines and or use of specific technology solutions is critical to ECP success.

3.6 Perform System Engineering, Test and Evaluation (Time and Materials Requirement)

3.6.1 Perform RLAS Modification, Enhancement and Development. Update RLAS Software to enhance and or modify the functionality of the RLAS application. Complete RLAS software programming requirements to support RLAS application enhancements as required. Development may be mandated by Department of Defense, DFAS, Army, AR policy changes, AR business process changes and or any other internal or external changes and requirements impacting RLAS functionality and operations. Solution development will require requirements Documents, design documents, testing strategy document, test plan, and other documentation as required.

3.6.2 Perform Application Improvement. Complete RLAS software programming requirements to support RLAS application enhancements as directed.

3.6.3 Perform Systems Engineering. Complete RLAS application system engineering to develop application enhancements and system performance improvements as directed. Develop requirements documents, design documents, testing strategy documents and other documentation as directed to support system engineering, test and evaluation activities.

3.6.4 Perform Testing and Evaluation. Complete RLAS application system testing and evaluation of modifications, enhancements, system engineering to validate requirements, business processes and application functionality as directed.

3.6.5 Develop Change Documentation. Develop RLAS application system documentation to support system modifications, enhancements, and system engineering changes as directed.

3.6.6 Prepare RLAS to interface with new systems and or data partners. Develop software solutions to allow RLAS to work effectively with other internal or external IT systems as required.

3.6.7 Develop new processes. Developing new applications or improve existing RLAS system functionally to best serve the business requirements of the Army Reserve and or the RLAS users.

3.6.8 Modernize RLAS Modules. Modernize RLAS to ensure interoperability with new platforms, data sources and software modalities to improve accuracy, ease of use and responsiveness.

3.6.9 Add new data versions or data sources. Upon approval, add new data versions or new data sources, making modifications or enhancement to RLAS applications. Enhancements shall be compatible with the existing software. The Contractor shall also produce a schedule/management plan for migration and monthly status of execution.

3.6.10 Develop new dual directional data interfaces between RLAS and partner business systems.

3.6.11 Modify and optimize RLAS. Migrate RLAS from a client/server, ActiveX environment to a service oriented application (.Net environment). Modify the RLAS Application Suite to integrate with new operating systems, system utilities, database utilities and other system or software products as well as modify the RLAS system operate in different hardware or software environments.

3.6.12 Attend coordination meetings and data calls associated with new RLAS functionality, system engineering, test and evaluation. Collaborate with other AR, Army and DoD partners and their contractors to complete, test and implement new RLAS functionality.

3.6.13 Perform System, Application and Software Documentation Remediation. Change, update or create system documentation to reflect application, system, business process and or

functionality changes made to RLAS through enhancement, modification, improvement and development. Documentation shall be available upon completion and final acceptance of all new system enhancements. Documents may be in the form of on-line system documentation, such as those produced by automated enhancements tools (i.e. Microsoft Visual Studio, .Net), or on any other type of media as required by the Government.

3.6.14 Implement and Improve the RLAS Test Strategy. After receiving the Government's process to test RLAS ECPs, review and present any recommended improvements to increase the efficiency and effectiveness of the AR test procedures.

3.7 Perform System Analysis, Proof of Concept and Develop System Recommendations. (Time and Materials Requirement)

3.7.1 Analyze Emerging Technologies. Analyze the capabilities of Emerging Software Technology and Information Technology. Provide examples, rapid prototypes, models or briefings that describe and illustrate the potential integration of emerging technologies into the RLAS application.

3.7.2 Research and Recommend IT Solutions. Research and recommend IT solutions on possible RLAS application enhancements to support enhanced RLAS functionality or data processing.

3.7.3 Develop Proof of Concept. Create and develop proof of concept prototypes for evaluation and review by COR and select RLAS users, administrators and technical experts.

3.8 Perform Contract Reporting and Conduct Contract Meetings. (Firm Fixed Price Requirement)

3.8.1 Monthly Meetings, Quarterly IPRs, and Reports. Coordinate and conduct a detailed review of the major requirements of the contract: a) Daily Operations, b) Software Maintenance, and c) Transition Requirements. Solicit Government input and priorities ten (10) days prior to the meeting. Review current and projected programming capabilities (to include projected junior programmer training end dates), ECP status/changes from the previous meeting, Help Desk trends, any daily operational issues, and status of and issues relating to transition requirements.

3.8.2 A contract status review shall be prepared containing a summary of accomplishments during last quarter, current expenditure status and any risks or issues.

3.8.3 Contractor Management Reporting (CMR). The Contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Regional Level Application Software (RLAS) Programming and Support Services via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil/> Reporting inputs will be for the labor executed during the period of performance during each Government

fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2014. Contractors may direct questions to the help desk at help desk at: <http://www.ecmra.mil/>.

3.8.4 Develop Technical Status Reports weekly. The Contractor shall provide specified weekly status reports to the COR, as well as any one-time reports coordinated 3-5 working days prior. These reports shall include significant activities, planned activities, problems or issues and recommended solutions outlined in Technical Exhibit 4, Deliverables.

3.8.5 Provide Monthly Activity Monitoring and Reporting. The Contractor shall provide monthly activity tracking reports of compliance with contract requirements.

3.8.6 Provide Quarterly Reporting. The Contractor shall provide a quarterly activity report and establish and attend a quarterly review meeting including (at the minimum) the contract COR, contract government technical expert, contract alternate COR and other attendees as the COR directs.

3.8.7 Attend Periodic Meetings: The Contractor shall attend monthly meetings and quarterly in-progress reviews (IPR) to ensure all relevant portions of the contract are being met. These meetings and IPRs will be planned, coordinated and managed by the Contractor, with planning and prioritization input from the Government. The purpose of the meetings and IPRs is for the Contractor to: provide the Government with detailed status up-dates for near-term and long-term requirements, identify any potential RLAS operational or programming problems, and communicate any pertinent information to ensure services and data exchanges are being delivered in accordance with the prescribed schedules, with no break in operational functionality by users of more than 24 hours in any 30-day period. The Contractor shall document meetings by developing minutes, which will be maintained in the contract files and submitted to the Government no later than 5 working days after the meeting.

3.9 Contract Transition (firm fixed price requirement)

3.9.1 Contract Phase In. To minimize any decreases in productivity and to prevent possible negative impact on additional services, the Contractor shall have all key personnel on board to include a technical transition team (which is comprised of members from each functional area (Personnel, Pay, & Training) during the 60 day phase-in period. The Contractor shall observe current operations and become familiar with performance requirements, in order to commence full performance of services and to assume full operational control on the start of the base period of performance.

3.9.1.1 Develop and submit a contract support transition plan for contract phase in.

3.9.1.2 Perform approved contract support phase in plan activities.

3.9.1.3 Phase In Activities. During the phase-in period, Contractor shall obtain their Common Access Card (CAC) or other form of Government identifications; conduct any specific

Government training; conduct inventory and transfer of Government furnished property, equipment or material (GFP, GFE, or GFM), host meetings/observe operations, attend teleconferences, Virtual Teleconferences (VTC), or face-to-face meetings with out- going Contractor personnel and Government team as directed by the COR. Contractor will obtain updated prioritized ECP list and copies of all system documentation, algorithms, compiled and un-compiled source code, flow charts and business processes for the system and support application. Contractor shall provide a weekly status of transition activities during weekly transition reporting meetings to be held each Friday at 1:00 p.m. starting at beginning of phase in/out period and conducted until completion of phase in/out activities. In addition, an update of major systems programming requirements will be presented in a forum that is expected to take 2-4 hours and will be scheduled within the first 10 days of the 60-day transition period.

3.9.1.4 Conduct contract kick-off meetings.

3.9.1.5 Conduct contract start audit. Validate existence of current system documentation, source code (compiled and un-compiled), applications, utilities, SOP, user guides and other items as required. Notify the COR of any missing items.

3.9.1.6 Develop and submit a contract support transition plan for contract phase out.

3.9.1.7 Perform approved contract support phase out plan activities.

3.9.1.8 Phase-Out Plan. The Contractor shall develop a phase-out plan to affect a smooth and orderly transfer of contract responsibility to a successor. The plan shall fully describe the Contractor's approach to the following issues, at a minimum: Inventories and turn-over of Government property; removal of Contractor property; reconciliation of all property accounts; turn-in of excess property; data and information transfer (to include but is not limited to algorithms, compiled and un-compiled source code, flow charts and business processes for the system and support applications); clean-up of Contractor work areas; and security debriefings in accordance with AR 380-5 for incumbent personnel holding security clearances; and any other actions required to ensure continuity of operations. The Contractor shall provide the plan to the COR thirty (30) days before the phase-out period commences. The Government will reserve final payment until all documentation has been delivered and accepted by the Government COR.

3.9.1.9 Phase-Out: Prior to the completion of this contract, an observation period shall occur, at which time team management personnel of the incoming Contractor may observe operations. This will allow for orderly turnover of facilities, equipment, and records and will help to ensure continuity of services. The Contractor is ultimately responsible for performing full services IAW the contract during the phase-out period and shall not defer any requirements for the purpose of avoiding responsibility or of transferring such responsibility to the succeeding Contractor. The outgoing Contractor shall fully cooperate with the succeeding Contractor and the Government, so as not to interfere with their work or duties.

3.9.1.10 To minimize any decreases in productivity and to prevent possible negative impacts on additional services, the Contractor shall have all personnel on board during the phase-out period. The Contractor shall be prepared to transition the work load to the newly selected Contractor

during the sixty (60) day phase-out period, which will occur at the end of the period of performance of the contractual effort.

3.9.1.11 Conduct contract closure audit. Validate existence of current system documentation, source code (compiled and un-compiled), applications, utilities, SOP, user guides and other items as required. Notify the COR of any missing items.

3.9.1.12 Conduct contract closure and close out meetings.

4.0 Performance Criteria Matrix:

Deliverable or Required Services	Metric Type	Performance Standard(s)	Acceptable Quality Level	Method of Surveillance
3.9 Contract Transition. Phase In 3.9.1 – 3.9.4	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one formal customer complaint or contract discrepancy report per month of service. Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request. Within 10 days of date of contract award the incumbent contractor will conduct a contract kickoff meeting at Fort Bragg, NC 28310 to report on key staff, transition plan and identify goals for the 1st quarter.	Meet PWS requirement 100% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis
3.9 Contract Transition. Phase Out 3.9.5 -3.9.11	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one formal customer complaint or contract discrepancy report per month of service.	Meet PWS requirement 100% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis

		Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request.		
PWS 3.8 3.8.1-3.8.8 Conduct Contract Reporting and Attend Contract Meetings	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one formal customer complaint or contract discrepancy report per month of service. Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request.	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis
PWS 3.7 Provide Systems Analysis, Proof of Concept and System Recommendations	Quality, Efficiency	Technical Reports, presentations, and project documents are thorough, complete, accurate and timely	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis
PWS 3.1 Provide Sustainment Support, Quality Control, Documentation Management and Program Management	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one formal customer complaint or contract discrepancy report per month of service. Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request.	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis
PWS 3.2 Provide Training Support,	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews

Technical Support and Application Subject Matter Expert Support		formal customer complaint or contract discrepancy report per month of service. Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request.		documentation on a monthly and quarterly basis
PWS 3.3 Provide Customer Support, Help Desk Support and Reference Library	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one formal customer complaint or contract discrepancy report per month of service. Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request.	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis
PWS 3.4 Provide Software Maintenance	Quality, Efficiency	Technical Reports, presentations, and project documents are thorough, complete, accurate and timely. Consistently and accurately reflect consideration of all applicable criteria	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis
PWS 3.5 Perform Complex Software and Application Maintenance	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one formal customer complaint or contract discrepancy report per month of service. Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request.	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis

PWS 3.6 Perform System Engineering, Test and Evaluation	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one formal customer complaint or contract discrepancy report per month of service. Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request.	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis
PWS 3.7 perform System Analysis, Proof of Concept and Develop System Recommendations	Quality, Efficiency	Completeness, timeliness, and accuracy of PWS requirements. Contractor receives no more than one formal customer complaint or contract discrepancy report per month of service. Contractor successfully resolves any customer complaints within five working days of receipt or less time as specified by client request.	Meet PWS requirements 95% of the time	Random Checks; Observation; Complaints; GTL reviews documentation on a monthly and quarterly basis
PWS 3.8.5 Monthly Status Report (MSR)		Due on the 10 th business day following the close of the calendar month. Electronically posted in ITSS.	No deviation from standard allowed	Government review and acceptance
PWS 3.8.6 Quarterly Status Report (QSR) and IPR Meeting		Due on the 10 th business day following the close of the calendar quarter. Electronically posted in ITSS.	No deviation from standard allowed	Government review and acceptance

4.1 Contract Performance Evaluation. In accordance with FAR 8.406-7, Contractor Performance Evaluation and FAR 42.15, Contractor Performance Information, interim and final past performance information will be submitted by the GSA Contracting Officer, GSA Customer Account Manager, or COR through the Contractor Performance Assessment Reporting System (CPARS) for archive in the Past Performance information Retrieval System (PPIRS). The CPARS process allows the contractor to view and comment on the Government's evaluation of the contractor's performance. To that end, contractors shall register in CPARS

<https://www.cpars.csd.disa.mil> and the registration shall be completed within 45 days after award. Once the contractor past performance evaluation is finalized in **CPARS**, it will be transmitted into the Past Performance Information Retrieval System (PPIRS). Per GSAM 542.1503(c), the Contracting Office Director will make the final decision regarding disagreements related to performance evaluations between the contracting officer and the contractor.

4.2 Contract Penalty Evaluation.

4.2.1 If one RLAS module / entire system / critical capability is not available / inaccessible to users / administrators for a period of greater than 71 consecutive hours a disincentive penalty of \$5,000.00 will apply. For each additional 24-hour consecutive hour period that the capability is not available an additional penalty of \$5,000.00 will apply.

4.2.2 Any ECP completion / delivery greater than five-days past the due date listed in the ECP master list will incur a \$5,000.00 penalty on the sixth-day exceeding the due date.

4.2.3 Any ECP effort hours expended by the Contractor for a Time and Materials ECP in excess of the agreed upon estimated ECP effort hours listed in the ECP master list shall be at the expense of the Contractor and will not be remunerated by the Client.

4.3 Contract Employee Qualifications / Requirements

4.3.1 The Contractor is responsible for providing fully-trained personnel. Contractor personnel shall be trained and functional prior to performing services. The Contractor shall be responsible for ensuring all personnel possess and maintain current certifications as indicated within this PWS and all security requirements during the execution of this contract.

4.3.2 All employees shall be able to read, write, speak, and understand the English language to effectively carry out applied printed rules, detailed orders, instructions, and training material. They shall have command of both the written and spoken English language to properly clearly, and effectively communicate in person or via electronic devices (telephone or e-mail) with co-workers, customers, and the general public.

4.3.3 Contractor personnel performing working under this contract shall read and sign a Nondisclosure Statement prior to performing work under this contract. Performance of this contract may require the contractor to access data and information proprietary to the Government agency or of such a nature that its dissemination or use, other than in performance of this contract, would be adverse to the interest of the Government.

4.3.4 The following personnel are considered key personnel by the Government: Program Manager (PM). The Contractor shall provide an on-site Program Manager who shall be responsible for the performance of the work. The name of this person and an alternate (APM) who shall act for the Contractor when the manager is absent shall be designated in writing to the contracting officer at the post award conference. The program manager or alternate shall have full authority to act for the Contractor on all contract matters relating to daily operation of this contract. The program manager or alternate shall be available between 8:00AM to 4:30PM, Monday thru Friday except Federal holidays or when the government facility is closed for administrative reasons. The APM shall have the same qualifications as the PM.

4.3.5 Program Manager. The Program Manager shall be responsible for the performance of the work required by this Performance Work Statement (PWS) and act as the overall manager and administrator for the Contractor.

4.3.5.1 The Program Manager and Alternate shall be designated, in writing to the Contracting Officer (KO) and the COR at the post-award conference. The Program Manager shall have full authority to act on behalf of the Contractor on all contract matters relating to daily operations. The Program Manager shall serve as the primary interface and point of contact with Government program authorities and representatives on program/project and contract administration issues. The Program Manager shall supervise program/project operations through developing management procedures and controlling, planning, and directing project execution; monitoring and reporting progress; managing program/project resources; and managing and controlling financial and administrative aspects of the program/project with respect to contract requirements.

4.3.5.2 Program Manager - Certification/Experience: A Bachelor's degree is required in engineering, scientific, technical, or business discipline from a college or university that is accredited by a national or regional agency recognized by the U.S. Department of Education and has a minimum 5 years of management and supervisory experience which included performance of the foregoing functions with respect to Information Technology (IT) and or Programming programs/projects. The alternate Program Manager shall also have the same qualifications.

4.3.6 Senior System Analyst/Software Programmer Personnel:

4.3.6.1 Senior System Analyst Education and/or Experience Requirements: A minimum of a Bachelors Degree and an additional degree or minor in Computer Science from a college or university that is accredited by a national or regional accrediting agency recognized by the U.S. Department of Education, or a minimum of a Bachelors Degree with qualifying business experience of 5 years. At a minimum 5 years of system analyst experience with systems such as RLAS or similar systems.

4.3.6.2 Senior System Analyst Required Software and Operating System (OS) Skills: Microsoft VB6, MS C# .NET, MS VB .NET, MS TFS, MS VSS, MS SQL Server 2008, MS SQL Reporting Services, Active Reports, Crystal Reports, MS Word 2010, MS Excel 2010, MS Power Point 2010, MS Access 2010, MS Visio 2010, Java Script, AJAX, MS COM+ Server, Visual Studio 2008 and 2010, MS Business Intelligence Development Studio 2008 R2, MS Windows Vista, MS Windows 7, Windows Server 2008 R2.

4.3.6.3 Senior Software Programmer Education and/or Experience Requirements: A minimum of a Bachelors Degree and an additional degree or minor in Computer Science from a college or university that is accredited by a national or regional accrediting agency recognized by the U.S. Department of Education, or a minimum of a Bachelors Degree with qualifying business experience of 5 years. At a minimum 5 years of experience programming RLAS software code or similar software.

4.3.6.4 Senior Software Programmer Required Software and Operating System (OS) Skills: Microsoft VB6, MS C# .NET, MS VB .NET, MS TFS, MS VSS, MS SQL Server 2008, MS SQL Reporting Services, Active Reports, Crystal Reports, MS Word 2010, MS Excel 2010, MS

Power Point 2010, MS Access 2010, MS Visio 2010, Java Script, AJAX, MS COM+ Server, Visual Studio 2008 and 2010, MS Business Intelligence Development Studio 2008 R2, MS Windows Vista, MS Windows 7, Windows Server 2008/12 R2.

4.3.7 Junior System Analyst/Software Programmer Personnel:

4.3.7.1 Junior System Analyst Education and/or Experience Requirements: A minimum of a Bachelors Degree in Computer Science or qualifying business experience in Computer Science from a college or university that is accredited by a national or regional accrediting agency recognized by the U.S. Department of Education. At minimum, three years (3) of system analyst experience.

4.3.7.2 Junior System Analyst Required Software and OS Skills: Microsoft VB6, MS C# .NET, MS VB .NET, MS TFS, MS VSS, MS SQL Server 2008, MS SQL Reporting Services, Active Reports, Crystal Reports, MS Word 2010, MS Excel 2010, MS Power Point 2010, MS Access 2010, MS Visio 2010, Java Script, AJAX, MS COM+ Server, Visual Studio 2008 and 2010, MS Business Intelligence Development Studio 2008 R2, MS Windows Vista, MS Windows 7, Windows Server 2008 R2.

4.3.7.3 Junior Software Programmer Education and/or Experience Requirements: A minimum of a Bachelors Degree in Computer Science or qualifying business experience in Computer Science from a college or university that is accredited by a national or regional accrediting agency recognized by the U.S. Department of Education. At minimum, three years (3) of software programming experience.

4.3.7.4 Junior Software Programmer Required Software and OS Skills: Microsoft VB6, MS C# .NET, MS VB .NET, MS TFS, MS VSS, MS SQL Server 2008, MS SQL Reporting Services, Active Reports, Crystal Reports, MS Word 2010, MS Excel 2010, MS Power Point 2010, MS Access 2010, MS Visio 2010, Java Script, AJAX, MS COM+ Server, Visual Studio 2008 and 2010, MS Business Intelligence Development Studio 2008 R2, MS Windows Vista, MS Windows 7, Windows Server 2008 R2.

4.3.8. Systems Administrator Personnel: Education and/or Experience Requirements: A minimum of Technical Level II certified per the requirements of DoDi 8570.

4.3.9 Database Administrator Personnel: Education and/or Experience Requirements and skills: A minimum of 2 years of active MS SQL development experience, to include construction, test, and deployment of stored procedures. Thorough understanding of Transact- SQL and be able to create complex queries; SQL Server administration and Windows 2008 Server administration.

4.3.10 Software/Systems Quality Control Specialist Personnel: Education and/or Experience Requirements: A minimum of 2 years of developing and maintaining an effective quality control program to ensure services are performed in accordance with the requirements of this contract.

4.3.11 RLAS Service Desk Administrator Personnel: Education and/or Experience Requirements: A minimum of 1 year experience managing a Service Desk using the Computer Associates (CA) tool suite in large enterprise networks; 1 year experience in ITIL; and 3 years experience in Information Technology. The Computer Associates (CA) tool suite (including CA-Service Desk Manager) is the current USARC solution for Information Technology Infrastructure Library (ITIL) V3-based Service Operations and IT Service Management.

5.0 Task Order Deliverables: All deliverables shall be delivered to the Contracting Officer Representative (COR), no later than the specified dates stated in the Performance matrix in Section 4.0 and or the master ECP list.

5.1 Initial Business and Technical Meeting: Within ten (10) business days following the task award date, contractor shall meet with the GSA Senior Project Manager, GSA Contracting Officer and the Contracting Officers Representative (COR), for a Kick-off meeting to review goals and objectives of this task order, and to discuss contract and technical requirements. The Contractor shall be responsible for arranging the teleconference including preparation of an agenda and preparation of meeting minutes.

5.2 AT-OPSEC. Contractor and associated sub-contractors shall comply with all Department of Defense, Department of the Army and US Army Reserve AT-OPSEC requirements.

5.2.1 AT Level I training. All contractor employees, to include subcontractor employees, requiring access Army installations, facilities and controlled access areas shall complete AT Level I awareness training within 10 calendar days after contract start date or effective date of incorporation of this requirement into the contract, whichever is applicable. The contractor shall submit certificates of completion for each affected contractor employee and subcontractor employee, to the COR or to the contracting officer, if a COR is not assigned, within 3 calendar days after completion of training by all employees and subcontractor personnel. AT level I awareness training is available at the following website: <http://jko.jten.mil>

5.2.2 For contractors requiring Common Access Card (CAC). Before CAC issuance, the contractor employee requires, at a minimum, a favorably adjudicated National Agency Check with Inquiries (NACI) or an equivalent or higher investigation in accordance with Army Directive 2014-05. The contractor employee will be issued a CAC only if duties involve one of the following: (1) Both physical access to a DoD facility and access, via logon, to DoD networks on-site or remotely; (2) Remote access, via logon, to a DoD network using DoD-approved remote access procedures; or (3) Physical access to multiple DoD facilities or multiple non-DoD federally controlled facilities on behalf of the DoD on a recurring basis for a period of 6 months or more. At the discretion of the sponsoring activity, an initial CAC may be issued based on a favorable review of the FBI fingerprint check and a successfully scheduled NACI at the Office of Personnel Management. All contractors and sub-contractors employed under this PWS will require a CAC.

5.2.3 For contractors that do not require CAC, but require access to a DoD facility or installation. Contractor and all associated sub-contractors employees shall comply with adjudication standards and procedures using the National Crime Information Center Interstate Identification Index (NCIC-III) and Terrorist Screening Database (TSDB) (Army Directive 2014-05/AR 190-13), applicable installation, facility and area commander installation/facility access and local security policies and procedures (provided by government representative), or, at OCONUS locations, in accordance with status of forces agreements and other theater regulations.

5.2.4 AT Awareness Training for Contractor Personnel Traveling Overseas. All contractor employees and associated sub-contractor employees to make available and to receive government provided area of responsibility (AOR) specific AT awareness training as directed by AR 525-13. Specific AOR training content is directed by the combatant commander with the unit ATO being the local point of contact.

5.2.5 iWATCH Training. The contractor and all associated sub-contractors shall brief all employees on the local iWATCH program (training standards provided by the requiring activity ATO). This local developed training will be used to inform employees of the types of behavior to watch for and instruct employees to report suspicious activity to the COR. This training shall be completed within 10 calendar days of contract award and within 3 calendar days of new employees commencing performance with the results reported to the COR NLT 10 calendar days after contract award.

5.2.6 Army Training Certification Tracking System (ATCTS) registration for contractor employees who require access to government information systems. All contractor employees with access to a government info system must be registered in the ATCTS (Army Training Certification Tracking System) at commencement of services, and must successfully complete the DOD Information Assurance Awareness prior to access to the IS and then annually thereafter.

5.2.7 For information assurance (IA)/information technology (IT) training. All contractor employees and associated sub-contractor employees must complete the DoD IA awareness training before issuance of network access and annually thereafter. All contractor employees working IA/IT functions must comply with DoD and Army training requirements in DoDD 8570.01, DoD 8570.01-M and AR 25-2 within six months of appointment to IA/IT functions.

5.2.8 For information assurance (IA)/information technology (IT) certification. Per DoD 8570.01-M , DFARS 252.239.7001 and AR 25-2, the contractor employees supporting IA/IT functions shall be appropriately certified upon contract award. The baseline certification as stipulated in DoD 8570.01-M must be completed upon contract award.

5.2.9 Threat Awareness Reporting Program. For all contractors with security clearances. Per AR 381-12 Threat Awareness and Reporting Program (TARP), contractor employees must receive annual TARP training by a CI agent or other trainer as specified in 2-4b.

5.2.10 For contracts that require handling or access to classified information. Contractor shall comply with FAR 52.204-2, Security Requirements. This clause involves access to information classified “Confidential,” “Secret,” or “Top Secret” and requires contractors to comply with— (1) The Security Agreement (DD Form 441), including the National Industrial Security Program Operating Manual (DoD 5220.22-M); (2) any revisions to DOD 5220.22-M, notice of which has been furnished to the contractor.

6.0 Data Rights in Computer Software.

All documentation developed under this Performance Work Statement shall be the exclusive property of the Government and shall be delivered to the Government in accordance with the "Rights in Data -- General" clause.

If the Contractor desires to restrict the Government's data rights in computer software that shall be developed and delivered under a specific Task Order, such lesser data rights must be negotiated prior to award of the Task Order. Failure of the Contractor to negotiate lesser data rights prior to award of the Task Order shall constitute an agreement by the Contractor that such data shall be delivered with unlimited rights.

The following clause is incorporated by reference.

FAR 52.227-14, Rights in Data-General (Dec 2007).

DFAR 252.227-7013, Rights in Technical Data –Noncommercial Items (FEB 2014)

DFAR 252.227-7014, Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation (FEB 2014)

DFAR 252.227-7016, Rights in Bid or Proposal Information (Jan2011)

DFAR 252.227-7030, Technical data-Withholding of Payment (Mar 2000)

7.0 Inspection and Acceptance: Inspection and acceptance will occur in accordance with FAR 52-246-6, Inspection of Services – Time and Material and Labor Hour. In the absence of other agreements negotiated with respect to time provided for government review, deliverables will be inspected and the contractor notified of the COR's findings within five (5) work days of normally scheduled review. If the deliverables are not acceptable, the COR will notify the GSA Project Manager (PM) immediately.

Unsatisfactory work - Unless otherwise negotiated, the contractor shall correct or replace all non-conforming services or deliverables not later than five (5) workdays after notification of non-conformance.

7.1 Quality Control Plan. The Contractor shall provide and maintain a Quality Control Plan (QCP) that contains, as a minimum, the items listed below to the Contracting Officer (CO) for acceptance not later than ten (10) business days after award. The Customer Account Manager will notify the Contractor of acceptance or required modifications to the plan. The Contractor shall make appropriate modifications and obtain acceptance of the plan within thirty (30) calendar days from the date of award.

The QCP shall include the following minimum requirements:

- A description of the inspection system to cover all major services and deliverables. The description shall include specifics as to the areas to be inspected on both a scheduled and unscheduled basis, frequency of inspections, and the title of inspectors.
- A description of the methods to be used for identifying and preventing defects in the quality of service performed.
- A description of the records to be kept to document inspections and corrective or preventative actions taken.

- All records of inspections performed shall be retained and made available to the Government upon request throughout the task order performance period, and for the period after task order completion, until final settlement of any claims under this task order.

7.2 Quality Assurance. The Government will evaluate the Contractor's performance of this Task Order. For those tasks listed in the Performance Matrix, the Client Representative or other designated evaluator will follow the method of surveillance specified in this Task Order. Government personnel will record all surveillance observations. When an observation indicates defective performance, the client COR or other designated evaluator will require the Contractor manager or representative at the site to initial the observation. The initialing of the observation does not necessarily constitute concurrence with the observation. It acknowledges that the Contractor has been made aware of the non-compliance. Government surveillance of tasks not listed in the Performance Matrix or by methods other than those listed in the Performance Matrix (such as provided in the Inspection clause) may occur during the performance period of this task order. Such surveillance will be done according to standard inspection procedures or other task order provisions. Any action taken by the CO as a result of surveillance will be according to the terms of the task order.

7.3 Organizational Conflict Of Interest: The guidelines and procedures of FAR 9.5 will be used in identifying and resolving any issues of organizational conflict of interest at the Order level.

All actual or potential OCI situations shall be handled in accordance with FAR Subpart 9.5. "Offeror" as used in this solicitation section addressing OCIs shall include all vendors that the company submitting this proposal has entered into a contractor teaming agreement or prime contractor subcontractor relationship with in connection with its proposal submission for this acquisition.

If the Offeror is currently providing support or anticipates providing support to the Government that presents an actual or potential OCI with the requirements for this acquisition, OR, If the Offeror is currently performing or anticipates performing any other work for the Government under any proposal for any solicitation relating to the requirements for this order, the Offeror shall include in its proposal submission:

- (1) a statement identifying and describing the actual or potential OCI, and
- (2) a proposed OCI mitigation plan detailing the offeror's recommendation for how the potential OCI may be avoided, neutralized and/or mitigated.

If the Government determines an OCI cannot be avoided, neutralized, or mitigated, the offeror may be excluded from consideration for award.

In the event that this Task Order requires activity that would create an actual or potential conflict of interest, the Contractor shall:

(a) Notify the GSA Contracting Officer of the actual or potential conflict, and not commence work on any task requirement that involves a potential or actual conflict of interest until specifically notified by the GSA Contracting Officer to proceed;

(b) Identify the conflict and recommend to the GSA Contracting Officer an alternate tasking approach which would avoid the conflict;

If the GSA Contracting Officer determines that it is in the best interest of the Government to issue the Order, notwithstanding a conflict of interest, a request for waiver shall be submitted in accordance with FAR 9.503.

8.0 Task Order Terms and Conditions

8.1 Place of Performance. Performance will take place at Fort Bragg, North Carolina and at other Government installations and contractor facilities. Contractor may have to travel for temporary duty in the continental United States (OCNUS) and Outside of the Continental United States (OCNUS) to support various planning, liaison, and task execution activities (see Section 16.0, travel).

8.2 Hours of Operation: The core workday is 7:30AM to 4:30PM, Monday-Friday (excluding Federal holidays). Normal duty hours are eight hours per day, however, when TDY, work hours may vary.

Overtime: Overtime is not anticipated on this task order. Overtime is defined as hours billed at a premium over and above the awarded labor rate. Any use of overtime must be prior approved by the Government Contracting Officer, or designee Client Representative/Contracting Officer Representative (CR/COR). A contractor generated overtime authorization request form shall be submitted via an Action Memo through GSA's web-based IT Solutions Shop (ITSS) to the COR and/or GSA Contracting Officer for approval prior to working overtime. The form must identify the contractor employee name, task number, date of overtime, purpose, and number of hours being requested.

Extended Hours: Extended hours shall be authorized by the government Contracting Officer or designee COR. Extended hours are defined as any hours in excess of eighty (80) hours in a two (2) week billing period. A contractor generated authorization request form shall be submitted via an Action Memo through GSA's web-based IT Solutions Shop (ITSS) to the COR and/or GSA Contracting Officer for approval prior to working extended hours. The form must identify the contractor employee name, task number, date, purpose, and number of extended hours being requested.

8.3 Task Management. The client agency shall identify a Contracting Officer's Representative (COR). Management of this task will be performed by GSA through the COR. The COR will participate in project meetings and receive task order deliverables. The COR will provide technical assistance and clarification required for the performance of this task. Deliverables must be submitted through GSA's Web-Based Order Processing System (currently ITSS) for client approval.

8.3.1 Contracting Officer's Representative (COR) Designation. Pursuant to DFARS 252.201-7000, prior to task order award, the Contracting Officer will appoint a COR and issue a COR appointment letter stating the authority for the COR. The Contractor will receive a copy of the written designation.

DFARS 252-201-7000 Contracting Officer's Representative (Apr 2012)

8.4 Government Furnished Facilities and Services. The Government will provide the contractor a dedicated work area for on-site support. The Government will make available, desks, work space, utilities, computer equipment (to include all necessary office hardware & software), an electronic mail (e-mail) account, use of the Government telephone and secure communications equipment, facsimile machine, and copier usage. The contractor shall be provided the authority to access all information required to perform duties. All Government Furnished Equipment (GFE) shall be utilized in strict performance of contract related duties and the contractor shall maintain policies that prohibit fraud and abuse. The Government shall provide access to all necessary documentation and facilities required for this effort.

8.4.1 Government Furnished Property (GFP). The contractor shall only use the government property (either furnished or acquired under this contract) for performing the contract, unless otherwise provided for in the contract or approved by the Contracting Officer. The contractor is responsible and accountable for all GFP within the provisions of the contract, including any property in the possession or control of a subcontractor. The contractor must establish and maintain a system to manage (control, use, preserve, protect, repair, and maintain) government property in its possession. See Attachment 1 (Government Property Listing).

The following clause is incorporated by reference:

FAR 52.245-1, Government Property (Apr 2012)

FAR 52.245-9, Use and Charges (Apr 2012)

8.5 Contractor Furnished Items: Except for those items or services stated in Section 8.4 as Government furnished, the contractor must furnish everything needed to perform this contract according to all its terms

8.6 Privacy Act. Work on this project may require that personnel have access to Privacy Information. Personnel shall adhere to the Privacy act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

8.7 Personal Service. The client has determined that use of the GSA contract to satisfy this requirement is in the best interest of the government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".

Administration and monitoring of the contractor's performance by GSA or the Client Representative shall not be so detailed or continual as to constitute supervision of

contractor personnel. Government personnel may not perform any supervisory functions for contractor personnel, such as interviewing, appraising individual performance, scheduling leave or work, or directing how to perform work.

GSA meets the needs of its clients for information technology support through non-personal services contracts. To counter the circumstances that infer personal services and to preserve the non-personal nature of the contract, the contractor shall adhere to the following guidelines in the performance of the task.

1. Provide for direct supervision of all contract employees assigned to the task.
2. Refrain from discussing the issues such as skill levels and hours, salaries, cost and funding data, or administrative and personnel matters affecting contractor employees with the client.
3. Ensure close communication/coordination with the GSA Information Technology Project Manager, reporting problems to the as they occur (not waiting for a monthly meeting).
4. Do not permit Government officials to interview potential contractor employees, discuss individual performance, approve leave or work scheduling of contractor employees, terminate contractor employees, assist contractor employees in doing their jobs or obtain assistance from the contractor in doing Government jobs.
5. Do not assign contractor personnel to work under direct Government supervision.
6. Maintain a professional distance from Government employees.
7. Provide contractor employees with badges, if appropriate, identifying them as contractors.
8. Ensure proper communications with the Government. Technical discussion and government surveillance is acceptable, but the Government cannot tell the contractor how to do the job.
9. Assign a task leader to the task order. The task leader or alternate should be the only one who accepts tasking from the assigned Government point of contact or alternative.
10. Use work orders to document and manage the work and to define the details of the assignment and its deliverables. The Government has the right to reject the finished product or result and this does not constitute personal services.
11. When travel is required for the performance on a task, contractor personnel are only to travel as directed by their contract management.

8.8 Problem Resolution: The contractor shall bring problems, or potential issues, affecting performance to the attention of the COR/CR and GSA CAM as soon as possible. Verbal reports will be followed up with written reports when directed. This notification shall not relieve the Contractor of its responsibility to correct problems for which they are responsible. The Contractor shall work cooperatively with the Government to resolve issues as they arise.

8.9 Section 508 Compliance: The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed.

Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities, unless an undue burden would be imposed on the agency. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

The Contractor should review the following Web sites for additional 508 information:

<http://www.section508.gov/index.cfm?FuseAction=Content&ID=12>
<http://www.access-board.gov/508.htm>
<http://www.w3.org/WAI/Resources>

8.10 Security Requirements. The security requirements for this task are defined in the attached DD 254.

The highest level of performance anticipated during the life of the contract is For Official Use Only (FOUO). All labor categories require Secret clearance. There is not a requirement for Top Secret Clearance. Specific security guidelines will be directed via DD-254 Contract Security Classification Specification documents. Clearances are required upon award of the contract.

In performing this task order, the Contractor shall not receive and or generate classified material.

The following clause is incorporated.

FAR 52.204-9, Personal Identity Verification of Contractor Personnel. (Jan 2011)
(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.
(b) The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally-controlled facility or access to a Federal information system.

The following clause is incorporated by reference.

FAR 52.222-54, Employment Eligibility Verification (E-verify), (Aug 2013)

8.10.1 Access to Government Systems. In accordance with DoD Directive Number 7045.14, dated 21 November 2003, Contractors are not allowed access to any DoD system including the Planning, Programming, and Budgeting System (PPBS) without explicit authorization of a relevant Government official, and that is based on a need-to-know basis only. Individuals getting access must have the appropriate clearance for access to a particular system.

8.11 Task Order Funding: Incremental Funding –Time and Material: It is anticipated that this task order will be incrementally funded. If incrementally funded, funds shall be added to the contract/order via a unilateral modification as the funds become available. The contractor shall not perform work resulting in charges to the Government that exceed obligated funds.

The Contractor shall notify the Contracting Officer in writing whenever it has reason to believe that the costs it expects to incur under this contract in the next sixty (60) days, when added to all costs previously incurred, will exceed 75 percent of the total amount so far allotted to the contract/order by the Government. The notice shall state the estimated amount of additional funds required to continue performance of the contract/order for the specified period of performance or completion that task.

Sixty days (60) before the end of the period specified in the Schedule, the Contractor shall notify the Contracting Officer in writing of the estimated amount of additional funds, if any, required to continue timely performance under the contract or for any further period specified in the Schedule or otherwise agreed upon, and when the funds will be required.

The Government is not obligated to reimburse the contractor for charges in excess of the contract/order funded amount and the contractor is not obligated to continue performance or otherwise incur costs that could result in charges to the Government in excess of the obligated amount under the contract/order.

The following clauses are incorporated by reference.

FAR 52.232-18, Availability of Funds. (Apr 1984)

DFARS 252.232-7007, Limitation of Government Obligation (Apr 2014)

DFAR 252.209-7999 Class Deviation - Representation by Corporations Regarding an Unpaid Delinquent Tax Liability or a Felony Conviction under any Federal Law

8.11.1 It is anticipated that this severable Firm Fixed Price task (PWS 3.14) will be incrementally funded.

- (a) Contract line item is incrementally funded. The sum of \$ is presently available for payment and allotted to this contract. An allotment schedule is contained in paragraph (j) of this clause.
- (b) For item(s) identified in paragraph (a) of this clause, the contractor agrees to perform up to the point at which the total amount payable by the Government, including reimbursement in the event of termination of those item(s) for the Government's convenience, approximates the total amount currently allotted to the contract. The contractor is not authorized to continue work on those item(s) beyond that point. The Government will not be obligated in any event to reimburse the contractor in excess of the amount allotted to the contract for those item(s) regardless of anything to the contrary in the clause entitled "Termination for Convenience of the Government." As used in this clause, the total amount payable by the Government in the event of

- termination of applicable contract line item(s) for convenience includes costs, profit, and estimated termination settlement costs for those item(s).
- (c) Notwithstanding the dates specified in the allotment schedule in paragraph (j) of this clause, the contractor will notify the Contracting Officer in writing at least sixty days prior to the date when, in the contractor's best judgment, the work will reach the point at which the total amount payable by the Government, including any cost for termination for convenience, will approximate 85 percent of the total amount then allotted to the contract for performance of the applicable item(s). The notification will state (1) the estimated date when that point will be reached and (2) an estimate of additional funding, if any, needed to continue performance of applicable line items up to the next scheduled date for allotment of funds identified in paragraph (j) of this clause, or to a mutually agreed upon substitute date. The notification will also advise the Contracting Officer of the estimated amount of additional funds that will be required for the timely performance of the item(s) funded pursuant to this clause, for a subsequent period as may be specified in the allotment schedule in paragraph (j) of this clause or otherwise agreed to by the parties. If after such notification additional funds are not allotted by the date identified in the contractor's notification, or by an agreed substitute date, the Contracting Officer will terminate any item(s) for which additional funds have not been allotted, pursuant to the clause of this contract entitled "Termination for Convenience of the Government."
 - (d) When additional funds are allotted for continued performance of the contract line item(s) identified in paragraph (a) of this clause, the parties will agree as to the period of contract performance which will be covered by the funds. The provisions of paragraphs (b) through (d) of this clause will apply in like manner to the additional allotted funds and agreed substitute date, and the contract will be modified accordingly.
 - (e) If, solely by reason of failure of the Government to allot additional funds, by the dates indicated below, in amounts sufficient for timely performance of the contract line item(s) identified in paragraph (a) of this clause, the contractor incurs additional costs or is delayed in the performance of the work under this contract and if additional funds are allotted, an equitable adjustment will be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the item(s), or in the time of delivery, or both. Failure to agree to any such equitable adjustment hereunder will be a dispute concerning a question of fact within the meaning of the clause entitled "Disputes."
 - (f) The Government may at any time prior to termination allot additional funds for the performance of the contract line item(s) identified in paragraph (a) of this clause.
 - (g) The termination provisions of this clause do not limit the rights of the Government under the clause entitled "Default." The provisions of this clause are limited to the work and allotment of funds for the contract line item(s) set forth in paragraph (a) of this clause. This clause no longer applies once the contract is fully funded except with regard to the rights or obligations of the parties concerning equitable adjustments negotiated under paragraphs (d) and (e) of this clause.
 - (h) Nothing in this clause affects the right of the Government to terminate this contract pursuant to the clause of this contract entitled "Termination for Convenience of the Government."

- (i) Nothing in this clause shall be construed as authorization of voluntary services whose acceptance is otherwise prohibited under 31 U.S.C. 1342.
- (j) The parties contemplate that the Government will allot funds to this contract in accordance with the following schedule:

On execution of contract	\$ _____
(month) (day), (year)	\$ _____
(month) (day), (year)	\$ _____
(month) (day), (year)	\$ _____

8.12 Ceiling Price Notification: If at any time the Contractor has reason to believe that the hourly rate payments and material costs that will accrue in performing this contract in the next succeeding thirty days (30), if added to all other payments and costs previously accrued, will exceed 85 percent of the ceiling price in the Schedule, the Contractor shall notify the Contracting Officer giving a revised estimate of the total price to the Government for performing this contract with supporting reasons and documentation.

8.13 Reimbursable Costs. The inclusion of reimbursable costs is a direct allocation of costs associated with support of this task order. All reimbursable costs must be in conformance with the task order requirements and authorized by the COR/CR and the GSA Contracting Officer.

8.13.1 Travel. Travel may be required to fulfill the requirements of this task. The contractor shall ensure that the requested travel costs shall not exceed what has been authorized in the task order. Travel is to be reimbursed only in accordance with the Joint Federal Travel Regulations.

- a. Travel will be reimbursed at in accordance with the limitations set forth in FAR 31.205-46. Profit shall not be applied to travel costs. Contractors may apply indirect costs to travel in accordance with the contractor's usual accounting practices consistent with FAR 31.2.
- b. A contractor-generated travel authorization request form shall be submitted to the COR/CR or GSA Contracting Officer for approval prior to beginning any travel. The form must identify the traveler's name, travel dates, location(s), per diem rates, purpose of trip, all estimated expenses, and an estimate of the remaining travel funds after the travel being authorized is complete. No travel shall be made without government COR/CR and CO authorization. The contractor shall enter the travel request form via Action Memo into GSA's web-based procurement system, IT-Solutions Shop (ITSS) [<https://portal.fas.gsa.gov>] for approval. .
- c. Monthly invoices must have an electronic copy of the travel expense summary for travel charges incurred for the month. The travel expense summary shall be a separate attachment from the invoice. (See Attachment 2, Travel Expense Summary)
- d. Locations and duration of travel cannot be established at this time.

The following are travel budgetary estimates for FFP and T&M:

- Base Period: \$10,000.00

- Option Year One: \$10,000.00

8.14 Other Direct Costs (ODCs): The contractor shall procure Azure software in support of task requirements.

9.0 Monthly Status Report (MSR). This report shall detail task specific information by calendar month. The report shall be submitted by the tenth (10th) business day following the close of each month. The report shall be submitted in the GSA's electronic Web-Based Order Processing System (currently ITSS).

Monthly Status Report (MSR): The MSR shall contain the following information:

- Brief description of requirements;
- Brief summary of accomplishments during the reporting period and significant events regarding the task order;
- Deliverables submitted or progress on deliverable products;
- Any current or anticipated problems; and,
- Brief summary of activity planned for the next reporting period.

The MSR shall include labor charges for actual hours worked and travel, which are authorized in the task. Charges shall not exceed the authorized cost limits established for labor and travel. The government will not pay any unauthorized charges. Original receipts, travel vouchers, etc. completed in accordance with Government Travel Regulations shall be maintained by the contractor to support charges other than labor hours and made available to Government auditors upon request.

The MSR shall include the following:

- Labor hours for each skill level category (specify the contractor employee name and SL);
- Total labor charges for each skill category;
- Travel, and,
- Total monthly charges.

10.0 Reporting Executive Compensation and First-Tier Subcontract Award: Unless otherwise directed by the contracting officer, reporting must occur by the end of the month following the month of award of a first-tier subcontract with a value of \$25,000 or more, (and any modifications to these subcontracts that change previously reported data). Reporting on first-tier subcontracts is done at the Federal funding accountability and Transparency Act Subaward Reporting system (FSRS) at <http://www.fsrs.gov>.

Reporting on executive compensation is done at the Central Contractor Registration at <http://www.ccr.gov>. Reporting on executive compensation occurs by the end of the month following the month of a contract award, and annually thereafter. The contractor shall report

the names and total compensation of each of the five most highly compensated executives for the contractor's preceding fiscal year.

The contractor shall refer to the following clause incorporated by reference for exceptions and further guidance.

FAR 52.204-10, Reporting Executive Compensation and First-Tier Subcontract Awards (July 2013)

11.0 CONTRACTOR MANPOWER REPORTING

Section 2330a of title 10, United States Code (10 USC 2330a), requires the Secretary of Defense to submit to Congress an annual inventory of contracts for services performed during the prior fiscal year for or on behalf of the Department of Defense (DoD). The inventory must include the number of contractor employees using direct labor hours and associated cost data collected from contractors.

The prime contractor shall report all contractor labor hours and cost data (including subcontractor labor hours and cost data) required for performance of services provided under this contract. The prime contractor is required to completely fill in all required data fields in accordance with the contractor's user guide instructions found at <http://www.ecmra.mil>.

Reporting inputs will be for the labor executed during the period of performance for each Government fiscal year (FY), which runs 1 October through 30 September for the life of the contract. While inputs may be reported any time during the FY, all data shall be reported no later than 31 October* of each calendar year. Contractors may direct questions to the CMRA help desk.

*Reporting Period: Contractors are required to input data by 31 October of each year.

Uses and Safeguarding of Information: Information from the secure web site is considered to be proprietary in nature when the contract number and contractor identity are associated with the direct labor hours and direct labor dollars. At no time will any data be released to the public with the contractor name and contract number associated with the data.

User Manuals: Data for Air Force service requirements must be input at the Air Force CMRA link. However, user manuals for government personnel and contractors are available at the Army CMRA link at <http://www.ecmra.mil>.

12.0 Invoices and Payment Information.

12.1 Payment Information. The Contractor shall provide the following payment information for GSA use. It must be an exact match with the information under the Task Order number in the AAS Business Systems (AASBS) (not the Contractor's company or individual representative's registration) as well as with the information under the Contractor's DUNS number in the System for Award Management (SAM)

[<http://www.SAM.gov>]. Mismatched information will result in rejected purchase orders and payments.

- a. Company Name – Legal Business Name and DBA (Doing Business As) Name
- b. Mailing Address – Contact and Address Information
- c. Remittance Address – Remit To Address Information
- d. Employer's Identification Number – Federal Tax ID
- e. DUNS (Data Universal Numbering System)

The contractor's information in the System for Award Management (SAM), <http://www.SAM.gov>. (If you had an active record in CCR, you have an active record in SAM), must always match the contractor's information in AASBS. Incorrect or non-matching information is the contractor's responsibility and will result in rejected invoices or other similar delays in payment.

An award cannot be made if the information in AASBS does not exactly match with the information in the SAM.

12.2 Invoice Information. The contractor shall provide the following information on each invoice submitted to the Central Invoice Service (CIS), which is available through GSA's AAS Business Systems (AASBS) portal, <https://portal.fas.gsa.gov>.

- a. Invoice Number – do not use any special characters; AASBS and the invoice must match
- b. ACT Number from GSA Form 300, Block 4
- c. GSA Task Order Number – must match AASBS
- d. Contract Number from GSA Form 300, Block 3
- e. Point of Contact and Phone Number
- f. Remittance Address
- g. Period of Performance for the billing period
- h. Charges, identified by deliverable or line item(s), with a narrative description of the service performed. Labor (overtime), reimbursable costs, and other charges (e.g., G&A) must be broken out as follows:
 - Skill Level Number, Associated Skill Level Name, and Employee Name
 - Actual Hours Worked During the Billing Period
 - Travel itemized by individual and trip; backup information is required to substantiate the traveler's name, dates of travel, destination, purpose of travel and cost (airfare, lodging, per diem and other expenses) for each trip. This information must be provided in sufficient detail to allow verification of JTR compliance
- i. Prompt Payment Discount, if offered
- j. Total Invoice Amount – must match the acceptance information posted in AASBS and cannot exceed the current funding allotted to the Task Order or the overall Task Order ceiling.

12.3 Invoice Submittal.

The contractor shall submit invoices, no later than five (5) workdays after acceptance by the Government of the product, service, and/or cost item. The contractor shall submit invoices electronically to the Central Invoice Service (CIS), which is available through GSA's AAS Business Systems (AASBS) portal, <https://portal.fas.gsa.gov>. The payment information must satisfy a two-way match (AASBS and SAM, <https://www.sam.gov>) for the invoice to be successfully processed for payment. The Client Representative and GSA Customer Account Manager must approve the invoice in AASBS prior to payment.

12.3.1 If the contractor submits a revised invoice, the revised invoice must include: 1) a unique invoice number, 2) a brief explanation, and 3) a cross-reference to any previous invoice submittals for tracking purposes and avoiding duplication. An original invoice number may be made unique by appending the letter "R" plus a number to it. For example, INV12345 (*original*) becomes INV12345R1 (*revised*). If this invoice were to be submitted a second time, the invoice number would be INV12345R2. This pattern can be repeated as needed.

12.3.2 Copies of receipts, travel vouchers, etc., that have been completed in accordance with Government Joint Federal Travel Regulations (JFTR) must be attached to the invoice to support charges for other than employee labor hours. Original receipts shall be maintained by the contractor and made available to Government auditors upon request.

12.3.3 Reimbursable costs must not exceed the limit(s) specified in the task order. The Government will not pay charges that are not specifically identified in the task and approved, in advance, by the Government.

12.3.4 Invoices for final payment must be so identified and submitted within 60 days from task completion. No further charges are to be billed. The Contractor shall request an extension for final invoices that may exceed the 60 days from GSA.

PROVIDING ACCELERATED PAYMENT TO SMALL BUSINESS SUBCONTRACTORS, (DEVIATION) (AUG 2012)

(a) Upon receipt of accelerated payments from the Government, the contractor is required to make accelerated payments to small business subcontractors to the maximum extent practicable after receipt of a proper invoice and all proper documentation from the small business subcontractor.

(b) Include the substance of this clause, including this paragraph (b), in all subcontracts with business concerns.

(c) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act.

The following clauses are incorporated by reference.

FAR 52.212-4, Contract Terms and Conditions—Commercial Items, Alternate I (May 2014)

FAR 52.216-31, Time and Materials/Labor Hour Proposal Requirements—Commercial Item Acquisition (FEB 2007)

12.4 Payment Schedule.

- Time & Material: The Contractor shall invoice for work performed the prior month. The invoice shall be submitted no later than five (5) workdays after acceptance by the Government of the product, service, and/or cost item. In the absence of Government acceptance of services within thirty (30) days, the contractor shall submit an invoice.
- Firm-Fixed-Price - A payment schedule will be established after award of the contract. The contractor shall provide a proposed payment schedule within ten (10) calendar days after award. Invoice submission shall be in accordance with accepted payment schedule.

13.0 Task Order Closeout. After the final invoice has been paid the Contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This Release of Claims is due within fifteen (15) calendar days of final payment. Order close-out will be accomplished within the guidelines set forth in FAR Part 4, Administrative Matters, and FAR Pat 42, Contract Administration and Audit Services, specifically utilizing FAR 42.708, Quick-Closeout Procedures.

14.0 Incorporated Clauses by Reference.

CLAUSE NUMBER	TITLE	DATE
52.227-23	Rights To Proposal Data (Technical)	JUN 1987
52.243-7	Notification of Changes	APR 1984
52.244-2	Subcontracts	OCT 2010
52.237-3	Continuity of Services	JAN 1991
252.204-7000	Disclosure of Information	AUG 2013
252.204-7003	Control of Government Personnel Work Product	APR 1992
252.204-7005	Oral Attestation of Security Responsibilities	NOV 2001
252.209-7002	Disclosure of Ownership or Control by a Foreign Country	Jun 2010
252.209-7004	Subcontracting with Firms That Are Owned or Controlled by the Government of a Terrorist Country that is a State Sponsor of a Terrorism	DEC 2014
252.225-7043	Antiterrorism/Force Protection Policy for Defense Contractors Outside the United States	MAR 2006
252.227-7016	Rights in Bid or Proposal Information	JAN2011
252.227-7019	Validation of Asserted Restrictions – Computer Software	SEPT 2011

252.228-7001	Ground and Flight Risk	JUN 2010
FAA Part 91-313	General Operating and Flight Rules	
DFARS 252.209-7999	Representation by Corporations Regarding an Unpaid Delinquent Federal Tax Liability or a Felony Conviction under any Federal Law (DEVIATION)	MAY 2014

15.0 Attachments

1. Government Furnished Property List
2. Travel Expense Summary
3. DD254
4. Contract Action Request (CAR) Sample Form

16.0 Contract Action Request. A Contract Action Request (CAR) document will be issued for every USARC G8 approved/funded project(s). All funding and project direction will be managed through the CAR. The CAR is a tool for funding planning and requirements validation of the Government needs. See attached sample CAR form.

17.0 Workload History. Historical records are provided as a workload estimate only. This estimate is the Government's estimated workload and is not intended to be binding on either party or to be the only possible solution to the requirements. This is a performance-based acquisition so offers may vary with respect to the labor mix (labor categories/skill levels) and level of effort quoted. However, an offeror whose quote significantly deviates (more or less than 5% of the estimated total hours), from this workload projection shall provide a rationale in its quote for the significant deviation.

Firm Fixed Price Labor Category	Base Year Estimated Hours
Program Manager	1920
Senior System Analyst / Sr. Engineer / Sr. System Administrator	5561

System Analyst / Engineer / System Administrator	4550
Database Administrator	2740
Software/Systems Quality Control Expert	1920
Customer Service Technician	1920
Total (FFP Labor)	18611

T/M LABOR CATEGORY	Base Year Estimated Number of Hours
Program Manager	0
Senior System Analyst / Sr. Engineer / Sr. System Administrator (Increased by 1029)	3148
System Analyst / Engineer / System Administrator (Increased by 650)	1860
Database Administrator (Increased by 650)	1750
Software/Systems Quality Control Expert	0
Customer Service Technician	0
Total T/M Labor (Increased by 2329)	6758
Total:	25369
Travel	\$10,000.00